



PROVIDER APPEALS PROCEDURE

For Disputes Related to Administrative Matters

For appeals involving a determination made by HWMG regarding network termination or action related to professional competency, please refer to our separate appeals procedure.

Writing Us to Request an Appeal

If you wish to dispute a determination made by HWMG or its delegated vendors (if applicable), for matters related to administrative procedures such as claims reimbursement or coverage, you must request an appeal. Your request must be in writing and include all relevant documentation. Our appeal request form may be obtained at hwmq.org/providers.

We must receive your written appeal request within **one year** from the date you were first informed of the determination in dispute (e.g., denial or limitation of your claim, or the denial of coverage for a requested service upon a precertification review). This one-year deadline applies whether or not you have filed a request for reconsideration of the initial determination, and whether or not that request is pending at the time of this one-year deadline.

Send written appeals to be reviewed by HWMG to the address below or fax to **(808) 535-8314**.

HWMG, Attn: Appeals Coordinator
737 Bishop Street, Suite 1200
Honolulu, HI 96813

Response to an Appeal

HWMG shall consider the appeal and shall notify the provider within 60 calendar days following our receipt of the appeal. Determination will be made by an Appeals Committee. Members on this Committee will not have been involved in the initial decision-making which is the subject of the dispute.

Binding Arbitration

If you disagree with HWMG's decision, you may request Binding Arbitration within 60 days of receiving HWMG's decision, in accordance with the terms of your Participating Provider Agreement.

Expedited Review

You may request an expedited review of HWMG's decision (e.g., denial or limitation of your claim, or the denial of coverage for a requested service upon a precertification review) where a quicker response time is required by law. HWMG will provide a decision in accordance with federal or state timeliness standards.

Questions

If you have any questions regarding appeals, please contact our Provider Relations Department at (808) 791-7557, toll-free at (800) 621-6998 ext. 304, or ProviderRelations@hwmq.org.